



# An easy read guide to the **Motability** scooter and powered wheelchair scheme



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This brochure is a summary version of ‘Your guide to leasing a Motability scooter or powered wheelchair’

If you would like to receive the complete guide or find out more about the Motability Scheme please call **0800 953 3060**.



# How it works

With the Motability Scheme you simply exchange your higher rate mobility allowance to lease a brand new scooter or powered wheelchair for 3 years.

The lease is with Motability Operations.

## What is a lease?

A lease means that you can use the Motability scooter or powered wheelchair for 3 years and will give it back to us at the end of the agreement. You can then lease another product if you wish.

You can join the Motability Scheme if you receive one of the following allowances:

- The Higher Rate Mobility Component of the **Disability Living Allowance**
- The Enhanced Rate of the Mobility Component of **Personal Independence Payment**
- The **War Pensioners' Mobility Supplement**
- The **Armed Forces Independence Payment**

To check if you receive one of these mobility allowances, contact the Department for Work and Pensions helpline on **03457 123 456**.

# This is what you get

Everything here is included in your lease:

- ✓ A new scooter or powered wheelchair every 3 years
- ✓ Insurance
- ✓ Servicing and maintenance
- ✓ Breakdown recovery at anytime
- ✓ Battery replacement
- ✓ Tyre replacement.



# We take care of everything

- You can choose a new scooter or powered wheelchair every 3 years

You can choose from a wide range of scooters and powered wheelchairs.

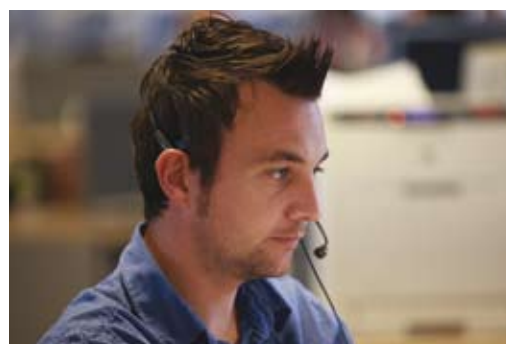
You will have to pay a £100 Non-refundable Payment to your dealer before you take delivery.

At the end of your 3 year lease you will receive a £100 End of Contract Bonus.

Most scooters and powered wheelchairs will cost less than your weekly allowance leaving you some money to spend however you choose.

- **Insurance**

We include an insurance package which provides cover in case of an accident, damage or theft.



- **Servicing and maintenance**

Servicing and repairs are included in your lease. You will have no unexpected repair bills.



- **Breakdown recovery**

If you break down away from home you just have to call **Motability Assist** on **0800 953 5000**.

They will make sure to get you and your product home where you can then arrange any repairs with your dealer.



- **Battery replacement**

You have to keep your battery charged. But if anything goes wrong with the battery we will replace it free of charge.



- **Tyre replacement**

For no extra cost we will repair or replace your tyres if there is a problem.



# Which one is right for you?

## ● Scooters

A scooter is probably the right choice for you if you can get on and off on your own and want to use it to take trips to the local shops and visit family and friends.

There are 3 types of scooter:

### Small:

- Light and easy to put into a car
- Can be used around the home
- Limited battery range so good for shorter journeys
- Will carry less weight.



### Medium:

- Can travel further
- Can carry more weight
- Sturdier
- Some can be used on the road.



### Large:

- Bigger with larger seats
- Can be used for longer distances
- Can be used on the road.



## ● Powered wheelchairs

A powered wheelchair is best for people who:

- Need to use it all the time, including around the home
- Cannot get on or off easily
- Find it more comfortable or easier to use joystick controls.

There are 3 types of powered wheelchair:

**1. Standard:** These have standard seats and controls. Some can be folded to go into a car.



**2. Standard Plus:** These have a standard design but have some adaptations fitted.



**3. Custom Built:** These are made specially for your needs by a dealer.



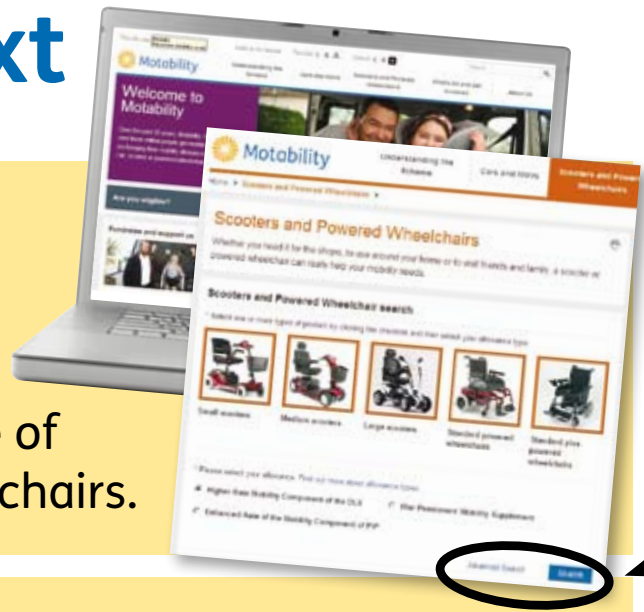


# What to do next

## 1. Go online

Look at our website  
[motability.co.uk/scooters](https://www.motability.co.uk/scooters)

You can search the full range of scooters and powered wheelchairs.

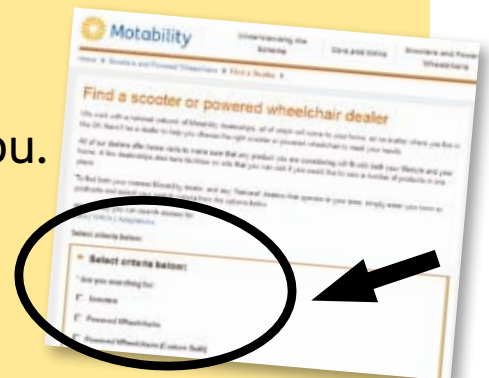


## 2. Find a dealer

It's important to choose a scooter or powered wheelchair that is right for you.

We work with trained dealers in your area who will come to your home with a selection of products for you to try.

You can find your nearest dealer by visiting [motability.co.uk/scooters](https://www.motability.co.uk/scooters) or by calling **0800 953 3060**.



## 3. Arrange a home visit

It's important to try more than one scooter or powered wheelchair and test it where you will use it.

You can talk to as many dealers as you like and they will all arrange free home visits for you.



## 4. Choose the product you want

These things will affect which scooter or powered wheelchair is right for you:

- ✓ Your height and weight
- ✓ How far you travel
- ✓ The sort of places you will use it, such as public roads, hills and kerbs
- ✓ How your disability affects you now and in the future
- ✓ The amount of shopping you need to carry
- ✓ Whether you need to get it into a car
- ✓ Where you would keep it and charge it at home
- ✓ Any accessories you might want. For example storage baskets and walking stick holders.

### ● Help when choosing

We recommend that you try more than one scooter or powered wheelchair to make sure it's right for you.

You should discuss your needs with your dealer and they will give you advice and answer your questions.

Have a friend or family member with you to help you make your choice.



# Order your scooter or powered wheelchair

When you have chosen your scooter or powered wheelchair the dealer will complete the ordering process with you.

You will need:

- ✓ **Certificate of entitlement**
- ✓ Proof of address (a recent bill)

Your dealer will take you through a couple of forms to make sure that the Motability Scheme and your product are right for you now and throughout your lease.

The **Certificate of entitlement** proves what allowance you receive. You should get this from the Department for Work and Pensions (DWP).

**DWP** Department for Work and Pensions



- **Non-refundable Payment**

You will need to pay £100 towards your product before you collect your scooter or powered wheelchair. Your dealer will be able to tell you when you need to make the payment.



- **Keep hold of your PIN**

After the dealer has processed your order we will send you a letter which will have your Personal Identification Number (PIN).



**You should keep your PIN in a safe place.**

You will need it when you collect your scooter or powered wheelchair.



# Delivery day and collecting your scooter or powered wheelchair

Your dealer will tell you when your scooter or powered wheelchair is ready to be delivered.

They will arrange a time to deliver the scooter or powered wheelchair to you, or for you to go to them and collect it.

When you receive your scooter or powered wheelchair, your dealer will show you how everything works and will let you have a test drive to make sure it suits your needs.

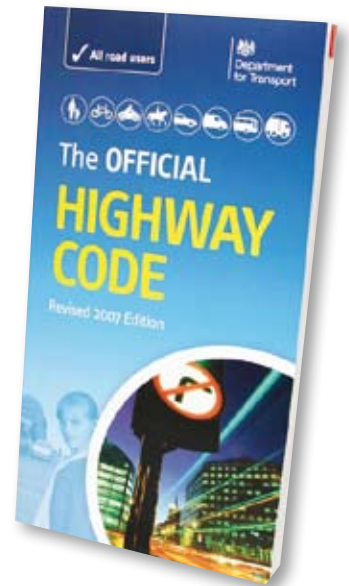
They will also give you a welcome pack and handbook to help you throughout your lease.

Ask the dealer any questions you have.



# Using your product

- ✓ Only the person in receipt of the mobility allowance can use the scooter or powered wheelchair. It cannot be used by anyone else at anytime.
- ✓ You need to store your scooter somewhere safe and secure, such as a locked garage.
- ✓ Do not forget the Highway Code when you are out and about.
- ✓ There is a special section on scooters and powered wheelchairs.
- ✓ You can get more information from **direct.gov.uk**.



# Want to know more?

Go online: [motability.co.uk/scooters](http://motability.co.uk/scooters)



Download our guides

Search all scooter and powered wheelchair prices



Find your local dealer using the 'Find a dealer' tool

Watch customer stories in our scooter and powered wheelchair video gallery



Give us a call

Call one of our friendly advisors on

**0800 953 3060**



**motability.co.uk**

Telephone: **0800 953 3060**



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